



# BASICS Education Scotland

## **BASICS Scotland, I.T. Support Technician / Administrator**

**Based in Aberuthven, Perthshire**

**Salary: £18,383 - £21,947**

**Full-Time (35 hours)**

BASICS Scotland was established in 1995 to provide high quality immediate care training to health professionals in Scotland. We provide a variety of educational courses including immediate medical care courses, pre hospital paediatric care courses, major incident courses and emergency medicine courses.

BASICS Scotland receives funding from NHS Education Scotland (NES) to provide immediate care courses to health professionals working in remote and rural areas of Scotland.

We are currently looking to recruit someone in the dual role of I.T. Support Technician / Administrator to be part of our small team based in our office in Aberuthven. The post holder will work closely with our I.T. Lead / Senior administrator in providing a wide range of support services to the staff and external members / users of BASICS Scotland. This is a great opportunity for someone to be involved in a varied post ranging from providing general support to being involved in the development of new technology to assist in the provision of training. Please note the administrator part of this role is to provide office administration. See the list of duties below for more information.

Providing 1<sup>st</sup> line technical support:

- To staff and external users of our web based systems including websites using Wordpress, E-learning portal
- To users of internal computer systems including use of Windows & Microsoft Office and any other software used to complete tasks within the office
- To users experiencing any hardware issues internally and externally
- To users of the BASICS Scotland Responders App
- To setup video conferencing system and provide ongoing technical support during meetings and training sessions

Supporting the delivery of our courses to health practitioners:

- Administration of all contact, events and workflow data on Administrate, our cloud based CRM and events management system
- Co-ordination and organisation of Tele Education, including managing the live sessions online, the web based content and delegate recruitment
- Collation and presentation of data on delegates, courses, course evaluation and Patient Report Forms
- Assist the IT Lead in the filming of teaching materials
- Facilitate on courses, both weekdays and weekends (on a rota basis)
- Support to Course Co-ordinator in organisation of courses when needed

Working with the IT Lead and the whole staff team to assist in the development of systems and resources to improve our educational delivery:

- Development and maintenance of internal database systems (Administrate and Microsoft Access).
- Maintaining and updating existing websites.
- Maintaining and publishing on Social Media (Facebook and Twitter)
- Any other administrative or I.T. related duties as required

The successful candidate should be educated to HNC level or have demonstrable equivalent experience in administration. You will have excellent organisational skills and a working knowledge of Microsoft Office and Sage packages. This is an exciting opportunity to join our organisation and be part of a small dynamic team.

Please submit application form or CV to Craig Stewart at [cstewart@basics-scotland.org.uk](mailto:cstewart@basics-scotland.org.uk) or via post to the address below.

**Closing date: Monday, 30<sup>th</sup> September 2019**

### **BASICS Education Scotland**

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